

Attention SAMMC Residents & Fellows

Have an issue or concern, but don't know what to do?

Looking for an informal means to address your dispute?

Want someone who...

- will listen and help assess your concerns or complaints objectively and confidentially?

- can identify your options for dispute resolution?

- can help get answers to your questions or refer you to the appropriate forum?

Then, you want to speak with a SAUSHEC Ombudsman!

**Participation is 100%
Voluntary
Phone Today!!!**

What is an Ombudsman?

- A designated neutral faculty member functioning independently of the Dean's Office & your Program Director
- A confidential channel to surface workplace issues without fear of retaliation
- An advocate for due process
- A specialist in informal problem-solving

What can an Ombudsman do for me?

- Hear your issues and concerns
- Clarify issues of policy
- Identify and evaluate your options for managing/resolving conflicts
- Identify and facilitate avenues of communication
- Gather information or conduct informal fact-finding
- When appropriate, mediate your disputes
- Connect you with appropriate service organizations

What about confidentiality?

- The Ombudsman will not keep personally identifiable records
- The Ombudsman will not reveal your identity or discuss your issues or concerns without your specific permission (Except as required by law and regulation. The Ombudsman will tell you when this is applicable.)
- The Ombudsman will not willingly testify in any formal or court proceedings

How to Contact an Ombudsman

- **Phone, page or email an Ombudsman directly** (*recommended method*)
- Email OUTLOOK address is ombuds@lackland.af.mil
- Phone SAUSHEC Dean's Office at 292-5393
- Your participation is 100% voluntary!

SAUSHEC OMBUDSMAN PROGRAM 2010

Chair



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Authority to establish Ombudsman Program

- Satisfies ACGME requirements
- Administrative Dispute Resolution (ADR) Act of 1996 (PL 104-320)
- Department of Defense Directive 5145.5, Alternative Dispute Resolution



*An Alternative
Dispute Resolution
Program*